

# Right of Withdrawal

This provision relates specifically and exclusively to sales to you via our website, without there being any contact at any time between you and TONES and any "distance selling" pursuant to article 45 ff. of the law of 6 April 2010 on market practices and consumer protection, and its implementation orders. If this is not the case, you cannot invoke this provision. In certain cases you have a right of withdrawal, which is subject to the following conditions:

- You are a consumer as defined in the law of 6 April 2010 on market practices and consumer protection;
- The purchased product was not custom made, it has no personal character or was not ordered specially for you because it is not kept in stock;
- The product does not contain, in whole or in part, an audio or video recording or a computer program, including devices that are inextricably linked to pre-installed software;
- The seal of the software or any other comparable proof of non-commissioning (including activation and/or registration of the pre-installed software) has not been broken;
- The product can be returned without being easily damaged,

If you wish to invoke your right of withdrawal, you must comply with the following formalities:

- The right of withdrawal must be exercised within 14 working days, within which period TONES must be notified of the request for withdrawal and of the request for repayment of any amount already paid and with submission of proof of payment; this amount shall be repaid within 30 days of receipt of the notification of the withdrawal, into an account number to be specified by you;
- If the product is already in your possession, you must appropriately return the product within the same period of 14 working days, entirely at your expense.

For the remainder and insofar as compatible with the law of 6 April 2010 on market practices and consumer protection, the General Terms and Conditions shall remain in full force and effect.